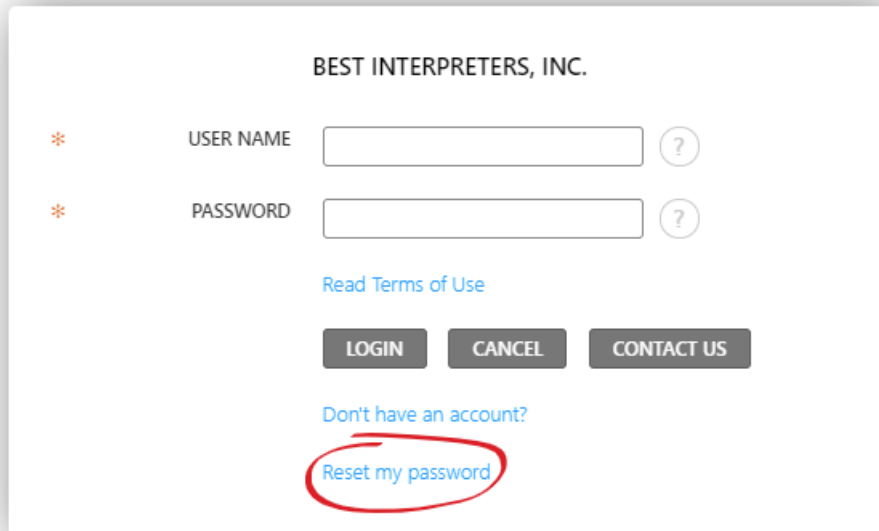


# PASSWORD RESET

## HOW TO RESET MY PASSWORD

To reset your password visit ScheduleInterpreter® portal and click [Reset my password](#) link on the bottom of the login prompt.



**BEST INTERPRETERS, INC.**

\* USER NAME  ?

\* PASSWORD  ?

[Read Terms of Use](#)

[Don't have an account?](#)

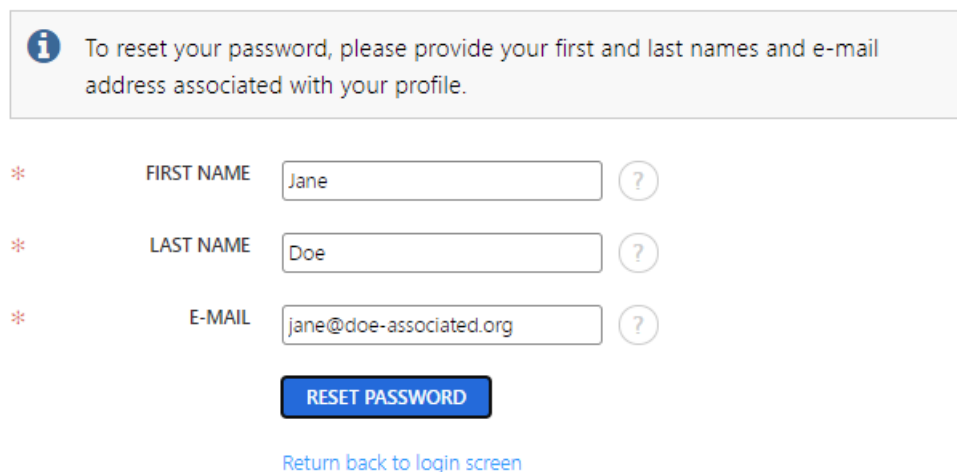
[Reset my password](#)

[LOGIN](#) [CANCEL](#) [CONTACT US](#)

## CONTACT DETAILS

When prompted, provide your first and last names, and e-mail address associated with your account in ScheduleInterpreter®, then click [RESET PASSWORD](#) button

## PASSWORD RESET



**i** To reset your password, please provide your first and last names and e-mail address associated with your profile.

\* FIRST NAME  ?

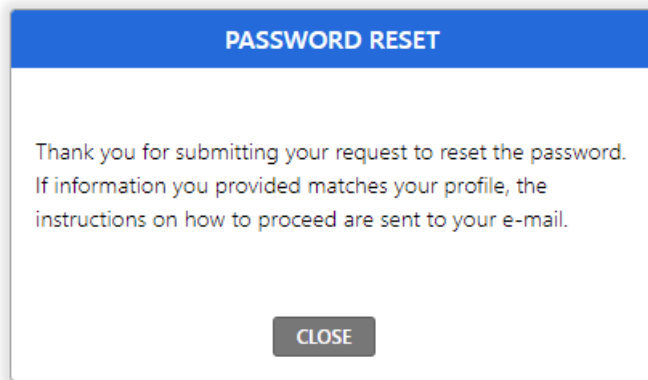
\* LAST NAME  ?

\* E-MAIL  ?

[RESET PASSWORD](#)

[Return back to login screen](#)

Wait until the confirmation message is displayed on the screen. You may close your browser and check your mailbox for a message containing further instructions.



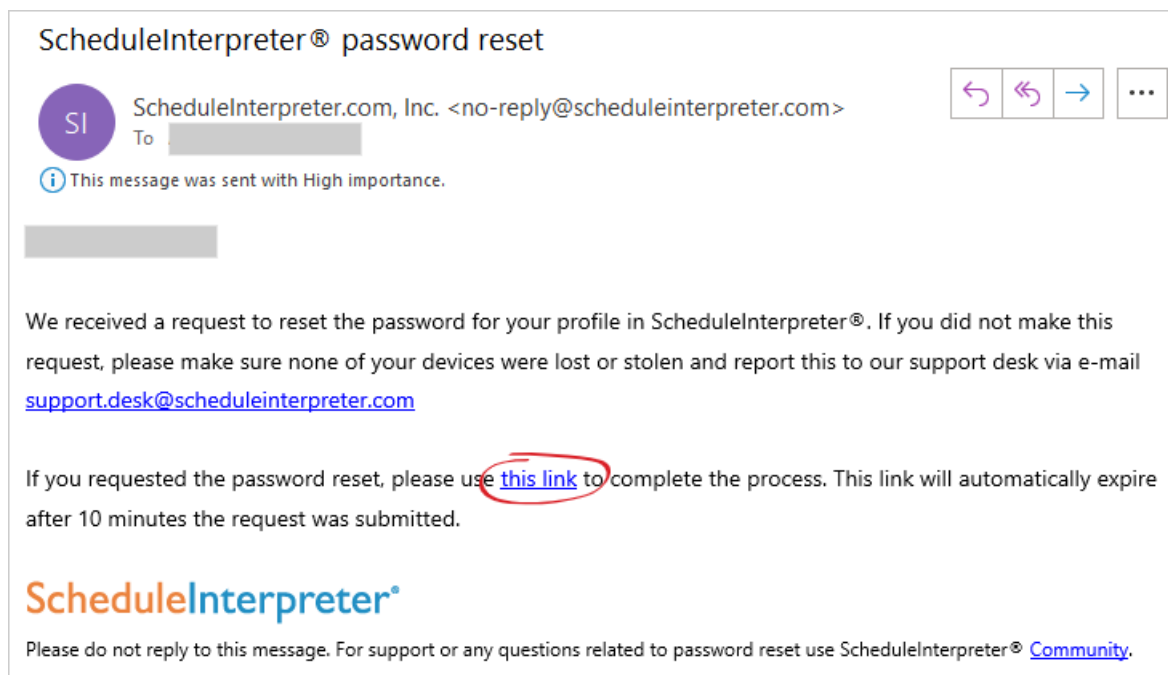
## PASSWORD RESET EMAIL

ScheduleInterpreter® will process your request and if your first and last names, and e-mail match your profile, you will receive an e-mail with additional instructions.



Someone with knowledge of your e-mail address, first and last name, can request a password reset on your behalf. Please contact ScheduleInterpreter team immediately at [support.desk@scheduleinterpreter.com](mailto:support.desk@scheduleinterpreter.com)

The next step is to answer security questions associated with your profile. To continue, click on [this link](#) within the e-mail.



To provide additional layer of protection, the link in the e-mail will automatically expire 10 minutes after it was generated.

## EXPIRED LINKS OR ERRORS

If you were unable to complete the password reset process, ScheduleInterpreter® will display a generic message. For security purpose, the message does not provide any additional information. If you see the message after clicking on the link in your mailbox, you may contact staff or operations team of your account or start new Reset

my password process.

We are unable to complete your request.  
Please contact account administrator for  
additional assistance.

Thank you.



## PASSWORD RESET SECURITY QUESTIONS

After you click on the link in the e-mail, ScheduleInterpreter® will require you to answer 3 security questions in order to complete the process. When prompted, answer the security questions, then click **SUBMIT** button.

### PASSWORD RESET :: SECURITY QUESTIONS

**i** Before we can proceed with password reset, please answer security questions associated with your profile.

\*      **ANSWER**      What's your favorite sport?  
Soccer      ?

\*      **ANSWER**      What is the name of your first pet?  
Bella      ?

\*      **ANSWER**      Where did you go on your first flight?  
Switzerland      ?

**SUBMIT**

[Return back to login screen](#)

**i** If your answers contained spaces or other non alphanumeric characters, make sure you provide answers exactly as you entered them into ScheduleInterpreter®.

## PASSWORD RESET E-MAIL

If all your answers perfectly matched those you provided in your security settings, you will receive an e-mail to complete the process. To continue, click on [this link](#) within the e-mail.

## ScheduleInterpreter® password reset



ScheduleInterpreter.com, Inc. <no-reply@scheduleinterpreter.com>

To [redacted]



This message was sent with High importance.

[redacted]


We received a request to reset the password for your profile in ScheduleInterpreter® for which all security questions were accurately answered. If you did not make this request, please make sure none of your devices were lost or stolen and report this message to our support desk via e-mail [support.desk@scheduleinterpreter.com](mailto:support.desk@scheduleinterpreter.com)

If you answered the questions yourself, please use [this link](#) to reset your account's password. This link will automatically expire in 5 minutes.

**ScheduleInterpreter®**

Please do not reply to this message. For support or any questions related to password reset use ScheduleInterpreter® [Community](#).

## NEW PASSWORD

After you click on the link in the e-mail, ScheduleInterpreter® will require you to enter and confirm your new password. This is the final step to reset your password and gain access to your account. When prompted, provide new password and re-enter it again, for confirmation. Click  button to submit it.

### PASSWORD RESET :: NEW PASSWORD



Please enter your new password.

\*

NEW PASSWORD



\*

CONFIRM PASSWORD



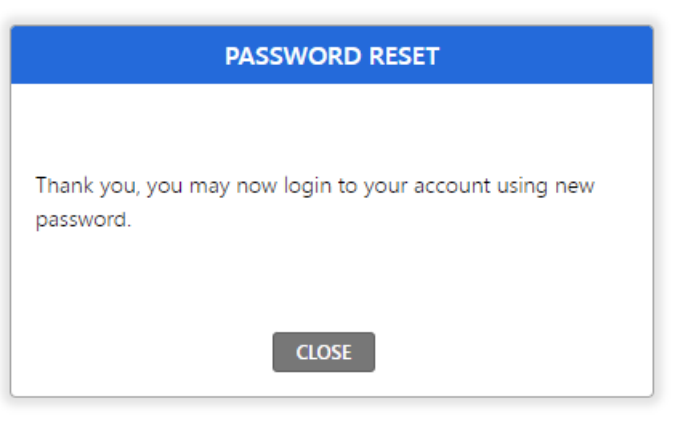



[Return back to login screen](#)



Your password link expires after 5 minutes it was generated. Make sure to complete your password reset process promptly.

Wait until the password reset confirmation message is displayed on the screen, then you can log in to your account using your new password.



Use  button to dismiss the message and click on [Return to login screen](#) link.

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🔄Revision #17

★Created Tue, Sep 14, 2021 4:06 PM by Ana Mehdaova

✎Updated Wed, Sep 15, 2021 3:30 AM by manual admin